
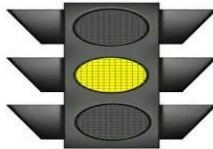


Total Circulation Louisville Free Public Library

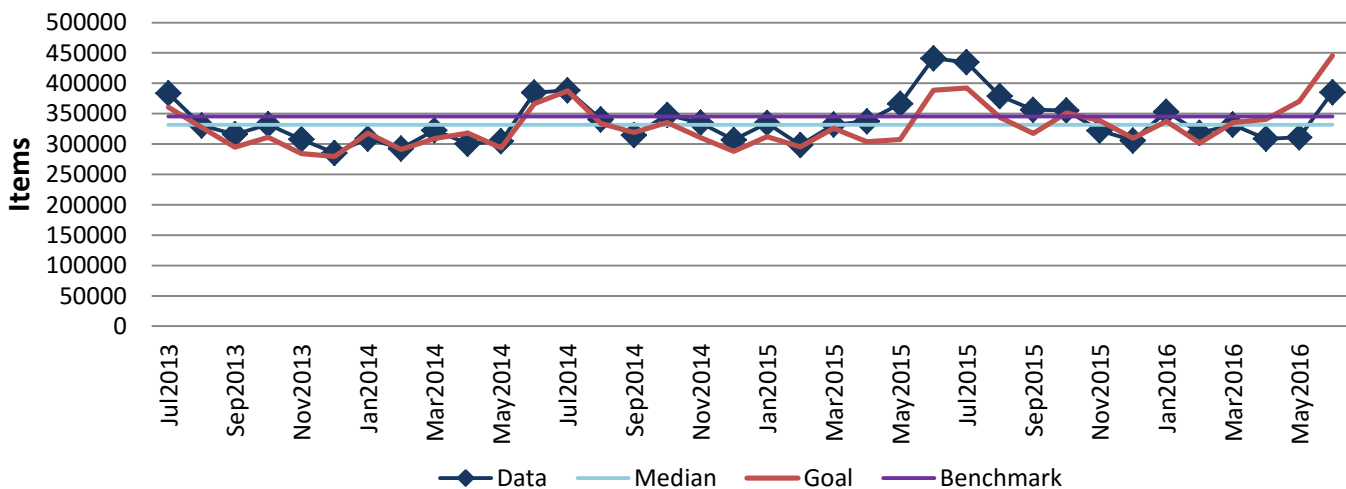


KPI Owner: Debbe Oberhausen

Process: Circulation

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: FY 2011-2012 Total = 3,754,057 Goal: By June 30, 2016 increase by 1% over 2014-15 from 4,142,285 to 4,183,713. Benchmark: 345,190/mo=Top 25% of 19 PLDS libs w/ann. exp. \$15M - \$19M (LFPL=\$17.1M)		Data Source: LFPL Monthly Report Goal Source: LFPL Strategic Plan Benchmark Source: PLAmetrics.org (2015 PLDS data)	Plan-Do-Check-Act Step 5: Pilot short term and/or long term solutions Measurement Method: Monthly count of item checkouts and renewals Why Measure: To continually increase materials circulation Next Improvement Step: Implement evidenced-based collection management.		
How Are We Doing?					
Jul2015-Jun2016 12 Month Goal	Jul2015-Jun2016 12 Month Actual		Jun2016 Goal	Jun2016 Actual	
4,183,708	4,161,140		445,606	385,324	
Items	Items		Items	Items	

Total Circulation



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.